PROFESSIONAL SUMMARY

Joseph Rehall

Process improvement / Quality / Operations / Software & automation

LEAN SIX SIGMA BLACK BELT

I'm a Lean Six Sigma Black Belt with two decades in process improvement, quality, and engineering. I've built departments, written SOPs, defined KPIs, and developed software. I like seeing the work through, from finding the cause to putting the fix in place.

SELECTED EXPERIENCE

Audi of America

I designed and developed Audi Nuvobook and Audi Team Dashboard. Nuvobook connects audit automation and risk profiling. The dashboard integrates audit results for management and executives, with findings feeding back into Nuvobook to improve future risk profiling. I also configured a Microsoft Copilot agent to support audits using Audi's SPREAD AI tool.

Nikola Motors

I built the warranty and supplier warranty cost recovery departments. I established dealer claim and supplier recovery processes, wrote dealer procedures, defined compliance KPIs, and adjudicated warranty claims.

General Motors / Cruise

I built warranty and supplier warranty cost recovery departments for the Cruise Bolt and Cruise A100 Origin programs. I established claims workflows within GM's Global Warranty Management System and developed quality management processes.

Lucid Motors

I built systems to track EV powertrain failures and report issues to suppliers through NCMRs and CAPA reports. I investigated failures and coordinated root-cause analysis and corrective actions with suppliers and engineering.

Nissan, through AiM

I built Android toolkit applications designed to help approximately 1,000 inspectors and auditors solve field problems. I also conducted dealership and field audits, reviewed claims, and trained new hires on audit procedures.

HOW I WORK

I follow the records, work through the cause, and decide what needs to change. That might be a procedure, a performance measure, a clearer handoff, or software that removes repetitive work.

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Experience and project details **josephrehall.com/experience/**